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# **Reveille: A Wake-Up Call for Leaders**

## Creating and Engaging High-Performance Teams: A Servant Leader's Guide



"To Reveille" or "to sound Reveille" is used by the military meaning "it is time to wake up" or "Rise". Often this is assigned to the last watch, who must ensure that others rise at the proper time, by any means

According to the Federal Reserve, the landscape of banking is evolving rapidly. As leaders, it's crucial for us to steer our teams through these challenges effectively.



# Key Challenges in Banking

- Regulatory compliance: complexities and costs
  - According to the Banking Compliance Index an average bank is spending around 10-15% of its operating budget on compliance-related activities.

# Key Challenges in Banking

- Regulatory compliance: complexities and costs
- Technological advancements: adaptation and integration
  - According to IDC (International Data Corporation), in 2021 global spending on IT just in banking topped over 345 billion.

# Key Challenges in Banking

- Regulatory compliance: complexities and costs
- Technological advancements: adaptation and integration
- Cybersecurity risks: vigilance and investment
  - Verizon Data Breach Investigations Report found a 125% INCREASE in 2021 alone.

# Key Challenges in Banking

- Regulatory compliance: complexities and costs
- Technological advancements: adaptation and integration
- Cybersecurity risks: vigilance and investment
- Customer expectations: innovation and reliability
  - 79% of customer expect personalized experiences from their bank according to Accenture Banking Consumer study.



# Key Challenges in Banking

- Regulatory compliance: complexities and costs
- Technological advancements: adaptation and integration
- Cybersecurity risks: vigilance and investment
- Customer expectations: innovation and reliability
- Talent retention and recruitment: engagement and growth opportunities
  - ABA reports turnover rate for officers grew from 3.2% to 4.8% & employee turnover rates increased from 16% to 23%



***Creating and engaging high performance team***  
***“Empower your team, elevate your success”***

# Create a VISION of your future

- Alignment with Values: Guiding Principles for Success
  - 71% of employees reporting they would consider leaving an organization that doesn't align with their values, according to a survey by Glassdoor

# Create a VISION of your future

- Alignment with Values: Guiding Principles for Success
- Inclusive decision-making for vision and goals
- Keep it clear and simple
  - 91% of employees stating that they would be more likely to trust information from leadership if it were presented clearly according to Harvard Business Review

## Create a VISION of your future

- Alignment with Values: Guiding Principles for Success
- Inclusive decision-making for vision and goals
- Keep it clear and simple
- Servant leadership modeling for commitment and purpose

# Strategic Communication

- Active listening for understanding and engagement
  - Active listening improves team performance, with teams led by active listeners achieving 15% higher productivity rates, according to a study by the University of California, Berkeley.

# Strategic Communication

- Active listening for understanding and engagement
- Empathetic communication for connection and support
- Clear and direct communication for trust and alignment
  - Clear and direct communication reduces errors and misunderstandings, with companies that communicate effectively being 50% more likely to have lower employee turnover rates according to Gallup Employee Engagement Survey

# Empowering and Trusting Your Team

- Delegating responsibilities and decision-making
  - 82% of employees reporting higher levels of motivation when given more autonomy in decision-making. (Harvard Business Review)



# Empowering and Trusting Your Team

- Delegating responsibilities and decision-making
- Creating a supportive environment for risk-taking and embrace innovation
  - Companies that encourage risk-taking being 2.5 times more likely to achieve above-average financial performance, according to a study by Bain & Company.

# Empowering and Trusting Your Team

- Delegating responsibilities and decision-making
- Creating a supportive environment for risk-taking and embrace innovation
- Investing in employee development for growth and engagement
- Encouraging a Growth Mindset

# Personalized Recognition and Continuous Feedback

- Personalized and meaningful recognition for value and motivation
  - 72% of employees stating that personalized recognition motivates them to do their best work. Society for Human Resource Management (SHRM) Employee Recognition Survey

# Personalized Recognition and Continuous Feedback

- Personalized and meaningful recognition for value and motivation
- Inclusive team recognition for unity and appreciation
- Continuous and consistent feedback with development opportunities for improvement and engagement
  - Regular feedback improves employee performance, with 72% of employees stating that they would perform better with more frequent feedback. Gallup State of the American Workplace Report

# Equip for Resilience

- Equipping the team with resilience tools for support and strength
- Leading by example with positivity and solution-oriented mindset
  - Leading by example builds trust and confidence, with 82% of employees stating that they are more likely to trust a leader who leads by example. (Harvard Business Review)

# Equip for Resilience

- Equipping the team with resilience tools for support and strength
- Leading by example with positivity and solution-oriented mindset
- Creating a safe space for communication for openness and trust

# Promoting Consistency and Persistence

- Establishing clear and aligned goals for direction and motivation
- Promoting a supportive and inclusive environment for collaboration and persistence
  - According to a recent decision-making study, inclusive environments lead to better decision-making and problem-solving, with diverse teams making decisions 60% faster than non-diverse teams. (Cloverpop Decision-Making Study)

# Promoting Consistency and Persistence

- Establishing clear and aligned goals for direction and motivation
- Promoting a supportive and inclusive environment for collaboration and persistence
- Cultivating Continuous Learning and Development



# ASCEND your team to a Higher Performance

- A
- S
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## ASCEND your team to a Higher Performance

- Adapt and Innovate: Emphasize the importance of being adaptable and agile to rapidly changing environments and circumstances. Innovate whenever possible.
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## ASCEND your team to a Higher Performance

- A
- Strategically Communicate: Create clear and strategic communication aligning team members with your organization's goals, values, and vision. Be ACTIVE listeners, empathetic, and clear communicators.
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## ASCEND your team to a Higher Performance

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- Create Collaboration and Cohesive environments: Stress the value of fostering a collaborative and cohesive team environment, where team members work together effectively towards common goals
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## ASCEND your team to a Higher Performance

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- Empower and Engage: Empower team members by delegating responsibilities, providing opportunities for growth, and actively engaging them. Invite failure and calculated risks to create innovation
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- D

## ASCEND your team to a Higher Performance

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- Nurture Talent: Understand the importance of attracting, retaining, and developing top talent, by offering competitive compensation, growth opportunities, and a supportive work environment.
- D

## ASCEND your team to a Higher Performance

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- Developmental Feedback: Promote the culture of providing constructive feedback and ongoing development opportunities to help team members improve their skills and performance continuously

# Summary, Servant Leadership, and Action

- Use ASCEND to remember key points for high-performance teams
- Understand the role of servant leadership for engagement and loyalty
- Inspire action through setting examples and implementing quickly





**Engage, Enlighten, Empower**

(otherwise known as “questions” slide)